

# Optimizing Payroll Processes for a leading Customer Experience Provider based out of Philippines

## Overview

In 2022, a global Customer Experience and AI automation client partnered with Alldigi to streamline and modernize their payroll operations in the Philippines. They were seeking a payroll service provider capable of managing complex, high-volume processes, including multiple payroll cycles, with high accuracy and reliability.



## Objective

To ensure timely and accurate payroll delivery by implementing a scalable solution that could support frequent payroll cycles, handle intricate workforce requirements, and maintain operational efficiency across a growing employee base.

## Business Challenges

- **High Volume:** Managing round-the-clock payroll execution with multiple off-cycle adjustments.
- **SLA Adherence:** Handling high payroll volumes with limited resources.
- **Compliance:** Meeting Philippines labor, tax, and statutory regulations (SSS, Pag-IBIG, PhilHealth), with year-end reporting, JV setup and audit-compliant payroll processing.
- **Data Integration:** Consolidating varied input formats with real-time adjustments.

## The Solution

- Established a robust multi-cycle payroll execution strategy with structured workflows.
- Implemented automated data processing and real-time monitoring for accurate payroll runs.
- Ensured statutory compliance with SSS, Pag-IBIG, and PhilHealth deductions.
- Enabled detailed payroll and JV (Journal Voucher) reports with automated reconciliation.
- Provided 24x7 employee access via pay slips and an SSO (Self-Service Online) portal.

## Value Delivered

- Standardized workflows with reduced errors.
- Real-time incentive processing and seamless multi-cycle execution.
- Improved employee experience with quick, self-serve access.
- Audit-compliant, scalable payroll for employees.

## Conclusion

Alldigi was able to consistently deliver measurable, repeatable and predictable outputs to the customer in a high-compliance market like the Philippines. The same was achieved through focused automation, skilled resources and well-defined processes.


## Business Benefits




Efficiency



Compliance



Scalability



Accuracy